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## **MEDIA RELEASE**

### **HRECC Launches Customer Service Survey**

The Harrisonburg-Rockingham Emergency Communications Center, HRECC, wants your feedback. Beginning June 26<sup>th</sup>, 2013 the HRECC will be asking citizens, who have used the services of 9-1-1 or the ECC, to provide feedback on that service via a customer service survey. This survey is available online at <https://www.surveymonkey.com/s/HRECC-Service-Survey> and requires no identifying information from the customer.

“Public safety communications is a successful combination of teamwork, technology and excellence, said Jim Junkins, Director of Emergency Communications. “Our ongoing goal is to provide the best service, at a high level, during any situation.”

The HRECC works closely with all public safety agencies in the area to provide the highest level of service to all citizens and individuals passing through our area. In order to evaluate that continued success, the ECC needs feedback from the citizens.

Members of the community will have approximately 30 days to take the online survey.

Please contact ECC Director Jim Junkins at [jljunkins@hrecc.org](mailto:jljunkins@hrecc.org) or 540-434-2006.